

Helena Consented Referral System



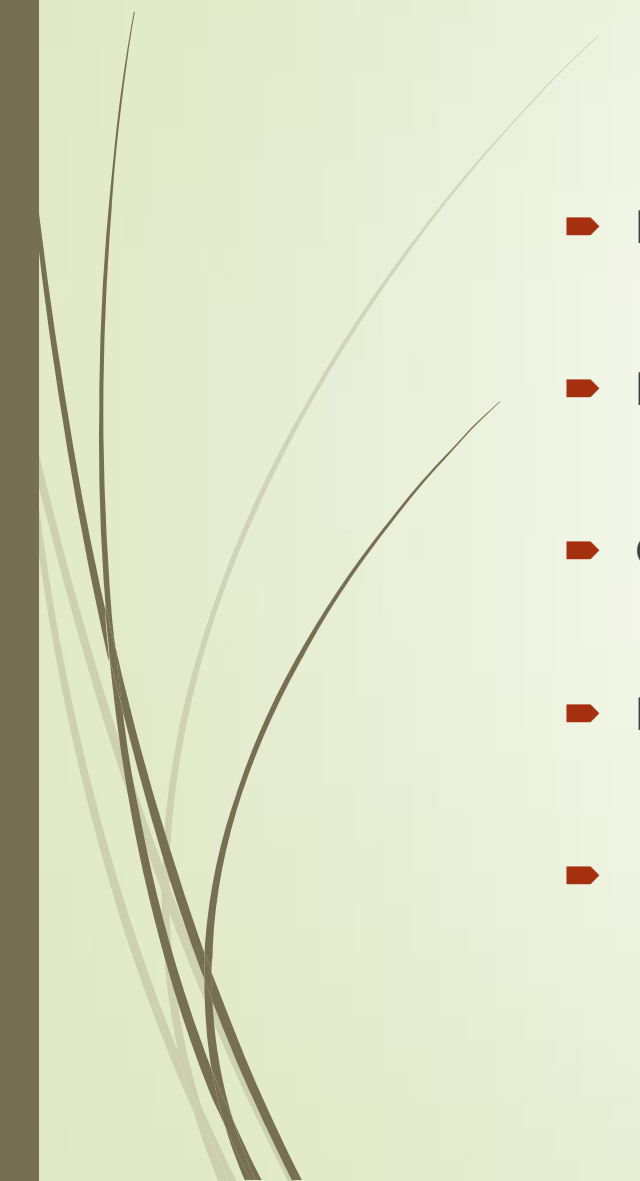
LEWIS & CLARK CITY-COUNTY
Health Department

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Safe Schools/ Healthy Students

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- Promotion of early childhood social and emotional learning and development.
 - Promotion of mental, emotional, and behavioral health.
 - Connecting youth, families, schools, and communities.
 - Prevention and reduction of alcohol, tobacco, and other drug use.
 - Prevention of youth violence and bullying.



GEORGETOWN LAW



Protection Of Confidentially

- Memorandum of Understanding
- Release of Information
- HIPAA Compliant Server
- Secure, Pass Word Protected Website
- Limited Access



Memorandum of Understanding

- Agreement to comply with all information sharing laws (FERPA; HIPAA; IDEA; Title 50, Chapter 16; Title 42; Title 52, Chapter 2; Title 41, Chapter 1; Title 41, Chapter 5).
- Understanding that periodic audits may be conducted to ensure compliance.
- Agreement to use and retain a copy of each client's release of information specified by this system, and to only exchange the information detailed there.
- Agreement to identify gatekeeper/ single point of contact within their agency.
- Understanding that client specific information will not be disclosed through any other channel of communication except as may be permitted by law.



Universal Release of Information

- Must be signed and retained by the agency making a referral
- Is voluntary and may be revoked at any time
- Specifies WHO and WHAT
- Acknowledges the client's right to exchanged information
- Indicates that certain information may be disclosed without consent




Secure, Pass Word Protected Website

- Housed on a HIPAA compliant server
- Access may only be granted by the Site Administrator
- Access may be revoked at any time



Limited Access/ User Roles

- ➡ User
 - ➡ Agency Gate Keeper
 - ➡ System Administrator
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How does the Helena Consented Referral System work?

Individual
identified by
referring agency.



Referring agency:
obtains and enters
an ROI, and
submits an online
referral.



Receiving agency
is notified via e-
mail.

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graph TD; A[Receiving agency gate keeper reviews referral.] --> B[Referral retuned/sent to another agency.]; B --> C[Referring agency notified via e-mail.]; C --> D[Referral assigned to a provider.]; D --> A;
```

Receiving agency
gate keeper
reviews referral.

Referral retuned/
sent to another
agency.

Referring agency
notified via e-mail.

Referral assigned
to a provider.



```
graph TD; A[Provider tries to contact individual referred.] --> B[Contact not made.]; B --> C[E-mail sent to the referring agency.]; C --> D[Services are initiated.]; D --> A;
```

Provider tries to
contact individual
referred.

Contact not
made.

E-mail sent to
the referring
agency.

Services are
initiated.

```
graph TD; A[Services initiated] --> B[Completed]; A --> C[Incomplete]; B --> D[E-mail Sent to referring agency]; C --> D;
```

Services initiated

Completed


Incomplete

E-mail Sent to
referring
agency




Current Reporting

- Number of referrals made/ received, and to/ by who
- Number of days between a referral and initiation of contact/ services
- Number of days on a waiting list
- Percentage of referrals contacted, completed services, referred for additional services, etc.
- Number of referrals resulting in incomplete services



Benefit and Successes of the Helena Consented Referral System

- Connects people to services
 - Provides data
 - Opens communication between providers
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Challenges of the Helena Consented Referral System

- Concerns:
 - Replaces Human contact.
 - Why fix what isn't broken?
 - Is it secure?
 - Too time consuming.

Challenges of the Helena Consented Referral System


Sustainability






The Future of the Helena Consented Referral System

- New Version Released June 30, 2014
 - Customizable referral form.
 - Increased reporting capabilities.



Future of the Helena Consented Referral System

- Lewis and Clark County Health Department
 - Expansion to other service areas
 - Expansion to other communities
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Questions?

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